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### **CHFSNet makes debut today**

*By Patricia Boler*

Today marks another technological milestone for CHFS. The new CHFS employee intranet site, CHFSNet, makes its debut today at <http://chfsnet.ky.gov>.



CHFSNet is an improved, all inclusive version of the Cabinet's two former intranet sites. The new site is fashioned with a clean, consistent design paired with new Web-based tools to make navigation easy. CHFSNet also will provide users with a comprehensive site map and a new Google search engine to assist in locating information quickly and efficiently.

CHFSNet was built using Microsoft Content Management Server (CMS) provided by Kentucky Interactive. CMS allows the various Cabinet programs to load content relevant to their specific needs. The process is easy and convenient - taking the guesswork out of Web publishing.

The CHFS site editors have worked diligently to provide this tool to Cabinet employees. The site editors have assisted in sculpting CHFSNet into an instrument of value to all staff.

Each CHFSNet page will contain site editor contact information. Questions, corrections and updates should be directed to the appropriate site editor.

Beginning immediately, the former CHS and CFC intranet site addresses will be redirected to the new CHFSNet site at <http://chfsnet.ky.gov>.

### **CHFS holds first online silent auction for KECC**

Gift baskets, UK and UofL basketball tickets and much more! The first KECC online silent auction begins today.

Visit the following site for additional information on how to place your bid and to view detailed product information: <http://chfs.ky.gov/auction.htm>.

All proceeds from this online auction will go towards the Cabinet's KECC fundraising efforts.

Thank you for your support!

### **CHFS Focus Employee Spotlight – Brenda Caudill-Barnes: Coming full circle**

Brenda Caudill-Barnes has come full circle since her first job fresh out of college as a juvenile counselor at the Ashland Day Treatment Center. Now, some 20 years later, she's back performing health and human services work as a CHFS' internal affairs officer, located within the Office of



Inspector General. In between, she served with the Kentucky State Police and also was an adjunct sociology instructor.

"I am extremely pleased that Brenda Caudill-Barnes accepted this important job. There is no question that her professional and personal qualities make her perfectly qualified for this newly established position," said CHFS Inspector General Robert J. Benvenuti III. "Her appointment marks the first time in the history of this Cabinet or its predecessors that such a position has been created to focus solely on matters related to internal compliance."

During her first month on the job, Barnes said she was struck by Secretary James W. Holsinger's people-oriented philosophy and family approach to CHFS staff. "It's obvious that he really wants employees to get involved socially in whatever is going on in the Cabinet, whether it's KECC or wellness activities. I think this is a very positive approach and I am proud to be a part of it," she said. "When standards are set that are fair and apply to all employees, management or rank-and-file, it helps to lessen the 'us vs. them' mentality and promote the concept of 'we' and fosters teamwork."

She also shares Benvenuti's philosophy that resources for health and welfare programs are precious, limited and in high demand. Whether the fraudulent activity involves a medical provider, a public assistance recipient or a state employee, funds illegally obtained through these programs could deprive others who are legitimately qualified from receiving much needed assistance.

"I've never heard anyone complain about paying taxes to feed, clothe, educate or provide medical care for children, but when taxpayers hear about someone abusing the system -- that's another story entirely," said Barnes. "Everything CHFS does immediately affects the

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people of Kentucky and that's why we must be good fiscal stewards of the funds entrusted to us."

Barnes recently retired from the Kentucky State Police after nearly 20 years of service. In 1986, she was one of only seven women out of 1,000 officers to graduate from the KSP Academy. "I joined KSP because I thought it would be a great adventure and it was," said Barnes.

During her tenure with the KSP, she had many assignments, from trooper to captain. As a captain, she commanded the Internal Affairs Branch and the Communications and Computer Technology Branch. She completed her undergraduate and graduate degrees in four years at the University of Kentucky. She holds a bachelor's degree in psychology and secondary education and a master's degree in sociology and curriculum and instruction.

She also has served on numerous boards and committees such as the Federal Advisory Committee on Juvenile Justice, Kentucky Child Fatality Review Team, the Multidisciplinary Commission on Child Sexual Abuse and the International Justice and Public Safety Sharing Network. In addition, as a detective in the Special Operations Section, Barnes authored and coordinated the Byrne Formula Grant programs on child sexual abuse and family violence investigations and training. Most recently, she was honored with the 2003 Contributions in Law Enforcement Award by the Kentucky Women in Law Enforcement Network.

As the Cabinet's internal affairs officer, Barnes is responsible for developing, implementing, maintaining and enforcing a Cabinet-wide internal compliance program as set forth under the Cabinet's strategic plan developed by Secretary Holsinger. "An Internal Compliance Program bolsters an entity's ability to detect and prevent internal fraud, waste and abuse and ensures compliance with applicable statutes, regulations, standards and policies," said Benvenuti. "Brenda's background in social services, law enforcement, research, investigation and management, coupled with her commitment to excellence and fact-finding makes her an ideal internal affairs officer."

"One of the greatest challenges is taking so many different policies and procedures from several organizational levels and making them uniform. Beyond that, there is the necessity to look at the legal aspect of state and federal regulations and ensure that employees receive this valuable information through on-going training and education," said Barnes.

In carrying out her duties, she will work closely with OIG's Divisions of Special Investigations; Fraud, Waste and Abuse; and Internal Audits. She will report directly to Inspector General Benvenuti.

Barnes believes that everything boils down to choices. "We choose to do right or wrong. There should be praise when things are done correctly and strong consequences when things are not," she said. "When all employees know the rules and penalties for not following them and receive consistent training, the workforce becomes more efficient. People tend to be happier and more productive when there is clear accountability."

In her spare time, Barnes enjoys gardening, swimming, being a soccer mom. In addition, she breeds and raises registered Limousin cattle and German Shepherd dogs of European ancestry. She and her husband, Ed, live in Lawrenceburg and have three children and three grandchildren.

Barnes hopes that when she looks back on her days spent as CHFS' internal affairs officer -- after standardizing all policies and procedures into a mainstream mode where potential problems are identified and employees are trained on how to deal with hot button issues -- there will be a true legacy. It will not just be hers, but all CHFS employees and all Kentuckians. She said, "Responding proactively, rather than reactively, leads to greater self-confidence, higher employee morale, improved professionalism and more favorable public perception, which is a great legacy for everyone."

### **CHFS Focus Program Spotlight: Nutrition Services Branch sponsors new breast feeding room**

Cabinet officials recently celebrated the opening of Health and Family Services' first breastfeeding room, a facility designed to help working mothers continue to breastfeed.

CHFS Secretary James W. Holsinger Jr., M.D.; William D. Hacker, M.D., commissioner of the Department for Public Health; Ruth Ann Shepherd, M.D., director of the Adult and Child Health Improvement Division, and other division staff were on hand at the opening of the room on the second floor, center wing of the Health Services Cabinet. Becky Derifield, breastfeeding coordinator for the Nutrition Services Branch/WIC Program, hosted. The room, which



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is sponsored by the Nutrition Services Branch, will be open and available to any breastfeeding mom who returns to work or visits the complex and wants to continue breastfeeding.

The Breastfeeding Room is furnished with two glider rocking chairs, two nursing stools, end tables and a sink for hand washing and cleaning pump equipment. Screens, which can be used to divide the room if more than one mom is pumping, also have been placed in the room. The facility was constructed with solid walls and a locking door so moms will feel comfortable and safe while pumping.

Breastfeeding rooms have become a greater necessity in the workplace to meet the needs of working moms. Women with infants and children are the fastest growing segment of the U.S. labor force. Among employed women with children under the age of 3, about 70 percent work full-time. One-third of mothers return to work within three months after giving birth, and two-thirds return within six months.

For more information on the room or the health and economic benefits of breastfeeding, contact Becky Derifield at [becky.derifield@ky.gov](mailto:becky.derifield@ky.gov) or 564-3827, ext. 3815.

#### Employee Recognition Month Feature Profiles - Focus on Human Services

*Pictured at left: Human Support Services Commissioner, Marla Montell*

This week's Employee Recognition profile, Human Services, comes from the heart. The following stories are a glimpse into why we offer our service to the Cabinet.



#### "One Last Thing"

Ruthann and her husband Jim were married 35 years before his death in December 2004. Ruthann cared for her husband for over 10 years. Her journey as caregiver began in 1996 when complications from diabetes caused Jim to lose his legs. Jim had been retired since 1988 from the General Motors Corvette Plant in Bowling Green. He loved to hunt, fish and garden. Like many retired couples, Ruthann and Jim were looking forward to their golden years and spending time with their children and grandchildren. However, they found themselves in a world they did not plan for: hospitalizations, surgeries,

wheelchair accessible vans and nights of worry and anxiety over what the future held for them. Jim's fight with diabetes generated many battles, including the loss of both limbs and fingers, COPD, liver disease, heart problems, a mass in his lungs and depression. Ruthann, in reflection, tells us she managed by herself as the primary caregiver for her husband for over seven years, but the last three years of his life became so overwhelming that she had to seek help. Ruthann found the answer at the Barren River Aging Services Program. She says she feels God led her to her case manager, who helped her find the resources she needed. Ruthann began receiving help with her husband's personal care, housekeeping and, most importantly, respite care services. The case manager also encouraged her to participate in a family caregiver support group, which helped her to "vent her frustrations in a safe place, while also receiving encouragement from other caregivers in her same situation." She also felt it was rewarding to give encouragement and knowledge back to other caregivers in the support group.

As Jim's health deteriorated, Ruthann began depending on the staff of Life Line Home Care and her respite aid worker, as well as the guidance of her case manager. Additionally, the Family Caregiver Support Program's respite services afforded Ruthann the opportunity to visit her sister in Mississippi, whom she had not seen in a long time, and have some down time from the daily stresses of being a caregiver. The break, she later realized, had helped prepare them for the months to come and Jim's impending diagnosis of lung cancer.

During this time, Jim developed a close relationship with his caregivers. When the respite aid worker would leave, he would say to her, "Don't forget, one last thing." She always replied that she wouldn't forget. Ruthann laughingly recalled, "I often felt like they were keeping secrets and I was a bit jealous." To her surprise, a couple of weeks after Jim died, the respite worker called to ask if she could drop by for a visit because she had "One Last Thing." The respite aid worker brought to Ruthann a present that Jim had picked out for her before he died. He wanted to honor her and thank her for all the care, love, courage and sacrifice she had endured with him. Ruthann said, "It was a locket with the inscription, (Forever in My Heart)." Since then, she said, she has not taken the locket off because it signifies "the love they shared and the faith they placed in God to lead them through."

To Ruthann and all the family caregivers in the Barren River Aging Services area, "Thank you for your care and sacrifice."



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## **CHFS FOCUS**

## **Employee Recognition Month**

My name is Susan Ezell and I'm a case manager with Barren River Aging Services in Bowling Green. I work primarily in Hart and Monroe counties where many of the clients I see live in very rural areas and have great needs. There's a special couple that I see in Hart County – he's 85 and she's 84. They have been married for over 60 years and, for several years, he has been the primary caregiver for her as she has endured Alzheimer's disease. The couple was referred to Aging Services by their daughter. I had the privilege of meeting them and conducting an assessment for our services on Sept. 11, 2000. Since that time, the wife has been our client and receives the following services under our Homecare Program; personal care, homemaking and respite services. The aide currently providing these services has been assigned to the case for a long time now and is praised by the husband for the work she does. The client responds to this aide, even as her memories deteriorate and gradually loses the ability to do most anything but feed herself. With the service, this client is able to remain at home and her husband is intent on keeping her at home for as long as possible. The husband speaks often of how he couldn't do this if it weren't for these in-home services. He is genuinely grateful for what this program has done for him and he is benefiting from services through the Family Caregiver Support Program as well. "Success" may not be the right word here. It has been painful to watch this client's health decline. I'm just thankful she still is able to be at home with a husband who adores her and who would do anything for her. He just can't do it by himself. These services are truly making a difference and their story, their love and knowing that there is help for them is an inspiration to me. The people I work with see the overwhelming needs of the elderly in our communities every day. The stories we could tell are countless... Thank you for your service. It is deeply appreciated.

The Cut It Out program, part of the Salons Against Domestic Violence Fund (SADVF), is dedicated to mobilizing salon professionals and others to fight the epidemic of domestic violence in communities across the United States. The program builds awareness of domestic abuse and trains salon professionals to recognize warning signs and safely refer clients to local resources. Often, a salon professional is the only person who is aware of the violence in a client's life and can refer that person for services. Thank you, Division of Child Abuse and Domestic Violence Services, for your service to the Cabinet.

The KCCVS actively engages citizens in community service opportunities that enable volunteers, organizations and businesses to share ideas and effectively collaborate to address Kentucky's needs. Currently Morehead State University's Corps is mandated to help 1,000 children

learn to read. Forty members will work with 25 children over the next year. Other opportunities include allowing senior citizens to stay in their homes and avoid nursing homes; providing safe housing; and teaching more individuals appropriate homeland security techniques. KCCVS is a fantastic resource for the citizens of the Commonwealth. Thank you for your dedication.

The Division of Family Resource & Youth Services Center recently was awarded a competitive AmeriCorps grant to expand the FRYSC Corps. The FRYSC Corps is a cadre of reading tutors that focus on increasing the reading level of academically at-risk students. This division also provided training for an additional 27 new parent educators with the Parents as Teachers program in Kentucky, bringing the total number of parent educators to 125. PAT is a nationally recognized home visitation program that targets new parents and provides a wide array of services to them. We commend you on a job well done!

### **Public forums to reduce smoking rates rescheduled**

A series of statewide public forums, originally scheduled for September, has been rescheduled to continue raising awareness of the dangers of smoking.

Initially, the Tobacco Prevention and Cessation Program – part of the state Department for Public Health (DPH) in the Cabinet for Health and Family Services (CHFS) – and the Get Healthy Kentucky! board had planned nine forums to take place at various locations. Seven of the forums were canceled due to the limitations placed on state government travel as a result of a recent spike in gas prices.

The forums now are set to take place in late October and continue through November. An additional forum, which will be held in Ashland, has been added to the schedule. Those who had signed up previously do not need to reregister and will be notified via postcard of the new date.

The intent of the forums, which are similar to last year's successful obesity forums, is to raise awareness of the enormous economic and human toll of tobacco use in Kentucky and to gather information from residents on tackling the issue.

"The health consequences of tobacco use are incredible," said James W. Holsinger Jr., M.D., CHFS secretary and Get Healthy Kentucky! board chairman. "Add to the



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massive human cost, the staggering smoking attributable economic costs – especially in terms of health care and lost productivity – and it's clear that smoking is literally and figuratively killing us as a state."

According to DPH's 2005 report "Tobacco Use in Kentucky," more than 8,000 Kentuckians die annually from tobacco-related illnesses. Among high school students and adults, nearly one in three smokes cigarettes. Kentucky ranks first in the nation in cigarette use. At current smoking rates, 87,902 Kentucky children 18 or younger will die prematurely from smoking.

In 2001, among men ages 35-64, 91 percent of all trachea, lung and bronchus cancer deaths in Kentucky were the result of smoking. The total smoking-attributable medical expenditures in Kentucky are approximately \$1.2 billion annually - that equals an economic burden of \$300 for each of the four million residents of the state.

"Tobacco has been a big part of Kentucky's culture throughout its history and the result has been an increase in tobacco use and a corresponding increase in all the adverse health and economic consequences," Holsinger said. "We recognize that individuals are responsible for their behavior. Still, as a state, we must also make some larger societal changes to help support healthy environments and implement sound policies that encourage people to make healthy choices."

The tobacco report and regional forums are funded by a grant from the national Centers for Disease Control and Prevention. Letters of invitation to attend the forums were sent to members of the Kentucky Medical Association, mayors, county judge-executives, school principals, legislators and other community leaders.

To register online, go to:  
<https://apps.chfs.ky.gov/TBCRegApp/Welcome.aspx>

For a detailed list of dates, times and locations visit:  
<http://chfs.ky.gov/olpa/dc/focus/>

### CHFS Frankfort Office Clean-up Days

Fall has arrived and winter is just around the corner. To satisfy our "nesting" instincts and in an effort to maintain a professional and organized workplace, you are encouraged to set aside time in the



upcoming weeks for a Fall Clean Up Day. To assist the Frankfort CHFS offices in this effort, the Division of Facilities Management will provide movers to pick up surplus property and supply extra trash carts and recycling bins where necessary.

Before equipment can be picked up by the movers, you will need to;

1. Contact your agency's property officer or monitor with a listing of items for surplus and the inventory tag number. The item also should be tagged for surplus and the property officer advised where it is sitting.
2. The property officer or monitor then must list the items on a B-217 and obtain the delegated authority's signature approving the disposal.
3. If you have PCs for surplus, the property officer should contact Adriel Harrod, Office of Information Technology, at 564-6478 to prepare the units for disposal. This will require all information to be deleted. A signed B-217 is needed before this can be done. Also, it is possible the PC can be transferred to Technology for use elsewhere in the Cabinet.
4. Forward all signed B-217s to the Fixed Asset Branch, 4E-C; Human Resource Building.
5. After reviewing the B-217s, the fixed asset branch will forward the equipment to moving services for pick-up.

Surplus pick-up will be carried out on the dates listed below. **Please note that these dates have been changed from a recent e-mail due to scheduling conflicts.** To ensure that your items are approved for pick-up, complete the steps above and file the proper paperwork with the fixed asset branch by Oct. 27.

- CHR Building -- **Monday, Oct. 31**
- Health Services Building -- **Tuesday, Nov. 1**
- Elkhorn Court/Frankfort Place -- **Wednesday, Nov. 2**
- 730 Schenkel Lane/677 Commanche Trail -- **Friday, Nov. 4**
- First City Complex -- **Monday, Nov. 7**

If your agency is interested in having a cleanup day and is in need of assistance relative to the disposal of records, please work with your agency records officer and/or contact the Cabinet records officers at 564-6631. Also, review the article in this edition of the newsletter, which discusses the proper disposal of materials deemed confidential.

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### Safety first during building evacuations

Evacuations and false alarms at the CHR Complex have become routine over the last year. While you might wonder if it is due to a faulty fire alarm system, this is not the case. The fire alarm system was recently upgraded and the actual cause is due to installation of energy-saving HVAC equipment throughout the complex. The good news, according to the Finance and Administration Cabinet, is that this project will wrap up in the next week. The false alarms should cease, and we will have a more comfortable work environment in that temperatures can be more closely monitored and revised where needed.



While we expect the false alarms to end, we always need to be prepared for an actual emergency. To assist in this effort, the Cabinet safety administrators within the Division of Facilities Management have been meeting with Finance, other CHR tenants and the CHFS evacuation leaders and monitors to discuss the process and identify everyone's role.

In an effort to prepare for an actual event, they have been holding meetings with all floor leaders and monitors and discussing their roles in this process. Outlined below are some of the steps being taken to keep you safe during evacuations:

- Anyone requiring special assistance (i.e. who cannot travel down the stairwells) is asked to contact the safety administrators at 564-6631. They will discuss with you the assistance required and work to designate a person, if necessary, to assist you during an event. All matters discussed with the safety officers are shared only on a need-to-know basis and as it relates to the assistance required.
- All staff is expected to evacuate through the proper stairwell as expeditiously as possible. Floor monitors are charged with encouraging staff to do so and as quickly as possible. If staff elect not to evacuate, whether a real event or a false alarm, their names will be shared with the incident command, the person responsible for making rescue decisions. Management also will be notified of the employee's actions.
- Escalators are not to be used in an evacuation. Staff should use the closest appropriate exit to them. Floor leaders will be stationed at the escalators to route people away from the escalators to a proper emergency exit. **This is necessary because the escalators are not a safe means of escape due to the**

**potential for collapse and/or the possibility they could fill with smoke or fire.**

- Light poles within the parking lot soon will be numbered so that supervisors and staff can have a pre-assigned meeting place during building emergencies. For those who evacuate in areas other than the parking lot, a designated landmark, such as a tree or sign, will be identified for a meeting place. **All** meeting locations must be at least 300 feet away from the building. This will enable the emergency personnel to safely enter the area as well as provide for individual safety from falling debris.
- Decals designating fire/tornado will be placed on the appropriate emergency exit doors to ensure the correct exits are used for each type of emergency. This is necessary as some stairwells do not lead to the basement.
- Fluorescent tape will be added to every other step in the emergency exit stairwells to allow for visibility during an evacuation.
- Battery-operated lighting will be installed in all stairwells to provide additional lighting.

As referenced above, training has recently been provided to the floor leaders/monitors who assist in evacuations. Additional training sessions also are planned with staff on every floor to review procedures, identify the agency's gathering place upon evacuation, identify the area each floor monitor will cover, review evacuation routes and address any areas of specific concerns.

The safety administrators also are working in conjunction with Finance, the building owner and the other tenants to shore up our emergency evacuation plans, provide access to automated external defibrillators and offer fire extinguisher training. In addition, they are researching training opportunities for CPR and bloodborne pathogen training.

For more information, do not hesitate to review the emergency plans at <http://kygovnet.state.ky.us/finance/emergency> or contact the safety administrators at 564-6631.

### Procedures in place for destruction of confidential records

Within the Cabinet for Health and Family Services, certain procedures must be followed for the destruction of confidential information. Examples of "Confidential Information" include all of the





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following:

- Social Security Numbers
- Client Health Information
- Employee or Client Addresses and Phone Numbers
- Private Financial Records and Payroll Records
- All Personnel Documentation or Employee Files, including Timesheets
- Patient or Client Files

Protected information should be shredded or placed in lockable recycling containers. If these avenues are not available, you may contact the Cabinet records coordinators within the Division of Facilities Management to secure assistance with disposal. It is acceptable to place this information in open recycling containers per an agreement with the Division of Waste Management to pick up and shred. For a large volume, you should alert the Cabinet records coordinators in order to expedite pickup of the container. Documents that are not placed in blue recycling bins should be placed in boxes no larger than a paper box and stored in a secure area until pickup. Remember that binder clips and spirals should be removed from all shred materials. However, staples and paper clips are allowable. Confidential information should NEVER be placed in a gray trash bin or trash can.

Due to the Health Insurance Portability and Accountability Act of 1996, staff members who fail to comply with these requirements for health related information may be subject to a penalty. These penalties can be \$100 per offense, resulting in fines of up to \$25,000.

Before destruction of any records, you must document the destruction and contact your Agency's Records Officer for approval. A records officer has been assigned to each department/office in CHFS and is noted below. Questions may also be directed to the Cabinet records coordinators, Tara Mefford and Richard Manley, at (502) 564-6631.

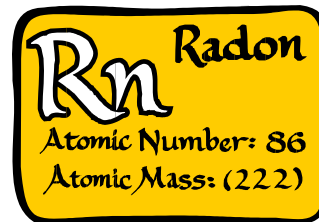
- Commission for Children with Special Health Care Needs, Betty Barnes
- Department for Community Based Services, Nora Pitzer
- Department for Disability Determination Services, Bruce Paul
- Department for Human Support Services, Katie Higgins
- Department for Medicaid Services, Glenn Roberts
- Department for Mental Health and Mental Retardation, Tootie Brown
- Department for Public Health, Debbie Bishop
- Office of Contract Oversight, Kathey Irvin
- Office of Health Policy, Lorie Walston

- Office of Fiscal Services, Tara Mefford or Richard Manley
- Office of Human Resource Management, Pam Green
- Office of Inspector General, Deanna Perkins
- Office of Legal Services, Tonya Taylor
- Office of Legislative and Public Affairs, Kelli Matherly
- Office of the Ombudsman, Joy Mills
- Office of the Secretary, Tara Mefford or Richard Manley
- Office of Technology, Renee Ruble

### CHFS Focus Health Tip of the Week: It's National Radon Action Week

By Anne Parr, R.N.

Radon is a radioactive gas formed by the natural radioactive decay of uranium in rock, soil and water. Naturally existing, low levels of uranium occur widely in the Earth's crust. Radon is colorless, odorless, tasteless and chemically inert. You can't see radon, smell or taste it. But it may be a problem in your home.



Once produced, radon moves through the ground to the air above. It can be found in all 50 states. Unless you test for it, there is no way of telling how much is present. The Surgeon General has warned that radon is the second leading cause of lung cancer in the United States.

Radon is estimated to cause many thousands of deaths each year. That's because when you breathe air containing radon, you can get lung cancer. Only smoking causes more lung cancer deaths. If you smoke and your home has high radon levels, your risk of lung cancer is especially high.

The levels of radon vary throughout the country and the concentrations entering homes vary from home to home. Because it is odorless, colorless and tasteless, testing is the only way to know if you and your family are at risk of radon exposure. Testing is inexpensive and easy - it should only take a few minutes of your time.

There are simple ways to fix a radon problem that aren't too costly. Even very high levels can be reduced to acceptable levels.

To learn more about radon, visit  
<http://www.air.ky.gov/FAQ/Radon.htm>, or  
<http://chfs.ky.gov/dph/info/phps/radongas.htm>.

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**Employee Enrichment**

*By Anya Armes Weber*



Being organized is a big hurdle for many people. But it's one small thing that can make a big impact on our productivity – and sanity. These three tips can help you be better organized to accomplish more at work or at home.

Get your thoughts and gear in order. Don't let yourself be cluttered by equipment, ideas and paper. Keep everything organized or filed so you can focus your mental and physical energy on what's really important. Try to store information electronically and only print out documents that need signatures or a closer look.

Do your best work at your best time. You know the time of day, week or month when you're most productive. Be sure you spend this time on your highest-priority tasks.

Work where you're most comfortable. This might be a specific room in your home or a specific part of your office. It might also mean that you arrange your workspace and desk in the most comfortable manner possible. Remember: Environment influences productivity and satisfaction.